

October 23, 2002

Thomas J. Sugrue  
Chief  
Wireless Telecommunications Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Re Unintentional "911" Calls Made From Mobile Phones

Dear Mr. Sugrue:

On behalf of the Cellular Telecommunications & Internet Association, I am writing to inform you of new requirements adopted by the wireless industry to reduce the incidence of unintentional "911" calls made to public safety agencies from wireless phones. As you are aware, many wireless carriers, including AT&T Wireless, T-Mobile (formerly "Voicestream") and Verizon, already have taken concrete steps to ensure that wireless handsets are not preprogrammed to dial "911" by pushing a single button on the keypad.<sup>1</sup> Building on these activities, CTIA has now expanded the scope of these voluntary industry efforts:

CTIA recognizes that the number of unintentional calls to 911 triggered by wireless handsets' "one-touch" dialing feature is an important public safety issue, but that many consumers (and consumer groups) value the one-touch dialing feature.<sup>2</sup>

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<sup>1</sup> See Letter from Douglas I. Brandon, Vice President, External Affairs & Law, AT&T Wireless to Thomas J. Sugrue, Chief, Wireless Telecommunications Bureau (dated Aug. 21, 2002) (noting AT&T Wireless efforts to minimize unintentional E911 calls); Letter from Brian T. O'Connor, Vice President, Legislative and Regulatory Affairs, Voicestream to Thomas J. Sugrue, Chief, Wireless Telecommunications Bureau (dated Aug. 22, 2002) (noting Voicestream efforts to minimize unintentional E911 calls); Letter from John T. Scott, III, Vice President & Deputy General Counsel, Regulatory Law, Verizon Wireless to Thomas J. Sugrue, Chief, Wireless Telecommunications Bureau (dated Aug. 21, 2002) (noting Verizon Wireless efforts to minimize unintentional E911 calls).

<sup>2</sup> See Consumer Reports, February, 2002, at 18



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Accordingly, in an effort to reduce the incidence of unintended "911" calls, while preserving consumer choice, CTIA's Board of Directors recently modified the CTIA Certification Program<sup>3</sup> to include a requirement, effective January 1, 2003, that CTIA Certified handsets will not be pre-programmed with "911" as a factory-set (*i.e.*, default) one-touch dialing feature. Individual consumers who value this feature may program "911" as a one-touch number on their handset, but the handset will not be preprogrammed at the factory to dial "911." In addition to adopting this new Certification Program requirement, CTIA's Board of Directors recognized that consumer education is also important.

The addition of this requirement to CTIA's Certification Program demonstrates the wireless industry's commitment to working with the Commission and public safety agencies to reduce unintentional "911" calls. Should you have any further questions regarding CTIA's efforts in this area, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Altschul". The signature is fluid and cursive, with the first name "Michael" and last name "Altschul" clearly distinguishable.

Michael Altschul

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<sup>3</sup> The CTIA Certification Program is a voluntary program for both suppliers and carriers. It provides impartial evaluation of new wireless industry products, such as handsets, to ensure these products meet established industry performance standards and consumer information requirements.